

PRESIDENT'S MESSAGE

by Michael Hopsicker, President & CEO

Summer is the time of year when folks in our industry can catch their breath, enjoy a little vacation & relaxation and make plans for the upcoming busy season. At RMI we've had a busy summer completing some important projects that we hope you'll find impactful for your business in the months and years to come.



Those of you in the Propane industry will be glad to hear that we have updated our Propane Equipment catalog to Edition 12. Updates to this catalog include color images, enhanced technical information and additional product lines all reorganized for quick and easy access. The digital version is available now on our website and printed copies will be available in the next few weeks.

I'm also happy to report that RMI has recently implemented a process improvement that enables us to scan and record serial numbers on outbound shipments. You will now see serial numbers recorded on your transport notices and invoices where available. This will allow us to better identify products sold for enhanced quality control and warranty support.

Lastly, we have reorganized and invested in RMI's sales coverage in our Midwest territory to better align our resources with our customer's specific business requirements. More info on those changes is included on page 2.

Thank you for your continued partnership. *Working together, I look forward to a strong finish to 2024 and an even better 2025!*

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UPCOMING EVENTS

- 10/16 - 10/18: **Hardscape North America**
- 3/19 - 3/20: **Northeast Hardscape Expo**
- 3/26 - 3/29: **HPBExpo**
- 4/4 - 4/6: **NPGA Southeast Convention**

»»» NOVO 30" Gas Griddle **IN-STOCK**



You asked for it and we're happy to welcome our new 30" gas griddle to the NOVO family. Constructed in rugged 304 stainless steel with 36,000 BTU's and available for built-in and cart mount installations. Info at www.novogrills.com.

- Durable 1/2" thick, 304 stainless steel, 495 sq. in. cooking surface
- Multi-temperature cooking zones
- Illuminated control panel
- **NOVO30GRID \$2,395 LIST**

NEW RMI Catalogs



Edition 12, Propane Equip.

2024-2025 Hearth

PDF catalogs are available online at www.raymurray.com





TECHNICIAN'S CORNER

by Keith Szczepanski, RMI Technical Support

VAPORIZER TUNE-UP TIPS

With cooler weather around the corner it's time to think about vaporizers. Annual maintenance is critical to ensure they operate correctly when needed. Refer to the manufacturer's instructions for annual maintenance requirements. Below are some general tips to help keep your vaporizer in proper working condition and ready for the season.

All vaporizers will need to have:

1. Strainer basket cleaned
2. Relief valves cleaned and checked
3. If a drip leg or separator is installed, drain as required



Direct Fired vaporizers will need to have the inlet control valves checked. Heat exchangers will need to be cleaned and checked for holes and pitting. Main burner assemblies will also need to be cleaned and orifices checked. Pilot assemblies must be cleaned and thermocouples checked and replaced if necessary.

When all of that is completed, start the vaporizer and check operation of the thermostat.

Lastly, check the re-lighter, if equipped. If it's a battery operated re-lighter, replace the battery after verifying the new battery's voltage with a multimeter. Extinguish the pilot and ensure the pilot relights.

Electric vaporizers should have the inlet solenoid valve checked. It should make no noises when operated. The contactor should be inspected for signs of discoloration and wear. Inspect all wiring for corrosion and integrity of connections. Any safeties must be checked as well. A Liqui-Safe valve would be an example.



RMI carries vaporizers from leading brands:



MINUTEMAN ANCHORS

NFPA 58 (2024) 6.8.1.6: "Where necessary to prevent floatation due to possible high flood waters around aboveground or mounded containers, or high water table for those underground and partially underground, containers shall be securely anchored."



It is generally advised that containers located within FEMA's 100-year flood zone must be anchored. Flood zone maps can be located online at msc.fema.gov/portal/home.

RMI stocks a full line of tank anchoring products manufactured in the USA by Minuteman Anchors.



NEW FACES AT RMI



Caleb Blythe



Kevin Dubay

RMI WELCOMES CALEB BLYTHE

We are thrilled to welcome Caleb Blythe as our new Regional Sales Manager for RMI's Hearth & Outdoor channel in Ohio, Eastern Michigan & Western PA.



330-805-6952



cblythe@raymurray.com

NEW ROLE FOR KEVIN DUBAY

Kevin has been with RMI as a Regional Sales Manager since 2021. Kevin will now be focused exclusively on our Propane Equipment channel in IL, IN, MI, OH & WI.



810-348-5019



kdubay@raymurray.com





HEAT PUMP HELPER SYSTEMS

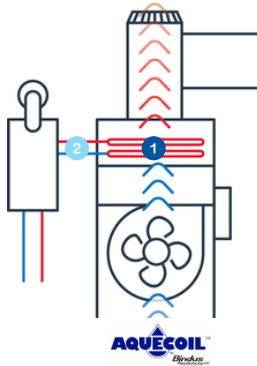
by Nick Ide, Propane Equipment Product Manager

Heat Pumps are increasing in popularity across the country due to low initial installation costs and initiatives focused on promoting all electric homes. However, consumers are often left complaining about poor heating performance and paying the high cost of the electricity needed for backup heat when it becomes too cold to extract enough heat from the outside. Heat pumps typically struggle when temperatures drop below 40 degrees F.

Have you ever been in a home heated by radiators? If so, you know the quality of warmth they create in a home. What if you could get that same quality from your heat pump system?

Well, you can! The Heat Pump Helper™ package by Bindus helps you upgrade your heat pump by changing out the electric hair dryer style heat strips with a radiator coil, using the same ductwork you already have.

In combination with a handful of components, your heat pump system will give you high efficiency warmth regardless of the weather.



What's included:

- 1 An AQUECOIL® Hydronic Heating Unit, sized to perfectly fit your air handler
- 2 A Heat Pump Helper Installation Kit by Bindus, matched to your water heating source

Here's what you need:

- A heat pump system from your preferred manufacturer
- A boiler, high-output tank-type water heater or tankless water heater

Heat Pump Helper systems are now available to order from RMI.

Contact us for more info. RMI can also supply Rinnai & Navien tankless water heaters and combi-boilers for a full heat-pump upgrade solution.

AMANTII PRODUCTS ARE NOW AVAILABLE FROM RMI!

IN-STOCK



AMANTII FEATURES:

Electric Traditional, Linear & Stoves and Wood Stoves

- Wi-Fi app control on all electric units
- High-Quality Bluetooth audio speakers
- Largest selection of outdoor approved units
- Largest selection of high-quality media
- Quietest components in the industry
- Industry leading warranty
- Longest lasting LED's
- Easy to repair & service



EMPIRE COMFORT SYSTEMS

Empire Comfort Systems grew out of a small sheet metal shop founded by German immigrant, Henry Bauer in 1911 in the city of Belleville, Illinois. Formally incorporated on August 26, 1932, Empire Stove Company produced sheet metal heaters that took advantage of the increasing availability of natural gas.

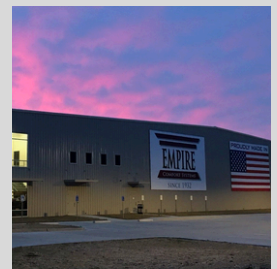
During the war years, it was all hands on deck as Empire transitioned from making appliances to manufacturing bomb casings in support of the Allied war effort.

Today, the family tradition continues. Nick Bauer and Jane Bauer represent the fourth generation of Bauers at Empire Comfort Systems - making Empire a family-operated business since 1932.



Empire was the first to market vent-free heaters equipped with ODS that are now standard on all vent-free products. In the 1980's, Empire became the first to market a gas-fired heater that achieved 80% efficiency, and in 2006, Empire marketed the first vented gas fireplace to achieve 90% efficiency.

Empire is confidently moving into it's second century with a brand new, state-of-the-art, manufacturing facility in Poplar Bluff, Missouri. Recent additions to Empire Comfort Systems' family of brands includes Primo, SBI and Montigo!



STOVE BRIGHT NOW AVAILABLE



Stove Bright products are now IN-STOCK at RMI!

- High-Temp Stove Paint
- Glass Cleaners
- Sealants

IN-STOCK



Check inventory and place orders at www.raymurray.com





IMPORTANT RMI CONTACTS

Customer Service

For product info, to place orders, check order status, file warranty claims and other general inquires.

- 7am - 5pm EST, M-F
- 1-800-628-5044**
- Orders: orders@raymurray.com
- Warranty: warranty@raymurray.com

Technical Support

RMI's Technical Support is available as a value added resource for our customers.

- 8am - 5pm EST, M-F
- 1-800-628-5044**
- technical@raymurray.com

www.raymurray.com

Conveniently check inventory & place orders 24/7 @ www.raymurray.com

- Click "Sign In" on top right of homepage to begin shopping.
 - To register for access follow prompts to "Register" for new account.
 - You must have an RMI account number to register for access.



WHAT'S WRONG WITH THIS PICTURE?

by Chris Wolfe, Manager of Technical Support & Training



Q Is this gas line installed aboveground, underground or both? What is wrong with this picture?

A CSST manufacturers have their own installation procedures that must be followed when installing their brand of CSST piping outside.

1) CSST piping must be protected from mechanical damage aboveground at sections that are below 6 feet in height.

- From the pictures above, the aboveground portion of gas line is not above 6 feet high and it is not protected from mechanical damage.

2) CSST must not be direct buried unless certain criteria are met. The gas line must be sleeved in a conduit with the ends sealed. Some manufacturers also offer a specialized type of CSST that is pre-sleeved and approved for underground installation without an additional sleeve.

- From the pictures above, this is not a properly sleeved and sealed or a pre-sleeved CSST product approved for direct bury use.

3) NFPA 54 states that a minimum of 12" of cover is required on any direct buried gas line. If 12" of cover cannot be provided, it must be installed in a protective conduit.

- From the pictures above, it is doubtful that this installation is buried below 12" or installed through a protective conduit.

4) There are some additional questions that need to be answered to determine whether this system meets the installation requirements.

- Is a shut-off valve and sediment trap installed?
- Is this CSST piping system bonded per manufacturer's requirements?

As a reminder, manufacturers of CSST require that you are certified to install and service their piping. RMI can help certify your technicians on TracPipe.

